

1 CLAIMS

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A1

3 1. Method for providing context-sensitive help from a first computer to
4 a second computer for a Web-based user interface (UI) of the first computer, the
5 method comprising:

6 receiving a request for context sensitive help at the first computer from the
7 second computer, the request corresponding to a first Web page of a Web-based
8 UI of the first computer;

9 responsive to receiving the request, the first computer:

10 determining a set of context sensitive information that corresponds
11 to the first Web page;

12 generating a second Web page comprising the context sensitive
13 information; and

14 providing the second Web page to the second computer for
15 presentation.

16
17 2. A method as recited in claim 1, wherein the first computer is a server
18 appliance.

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20 3. A method as recited in claim 1, wherein generating the second Web
21 page further comprises:

22 generating the second Web page in a format that is compatible with a
23 platform of the second computer, the platform comprising a hardware platform, an
24 operating system platform, a Web browser type indication, a software version
25

1 indication, a preferred language indication, an intended use of the second
2 computer, and/or predetermined preferences of a user.

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4 4. A method as recited in claim 1, before receiving the request, further
5 comprising:

6 communicating, by the first computer, a Web-based UI to the second
7 computer, the first computer being operatively coupled over a network to the
8 second computer, the Web-based UI comprising a first Web page corresponding to
9 one or more predetermined functions of the first computer.

10
11 5. A method as recited in claim 1, further comprising:
12 responsive to determining the context sensitive help information, retrieving
13 the context sensitive help information from one or more help files.

14
15 6. A method as recited in claim 1, before receiving the request, further
16 comprising:

17 communicating, by the first computer, a Web-based UI to the second
18 computer, the first computer being operatively coupled over a network to the
19 second computer, the Web-based UI comprising a first Web page corresponding to
20 one or more predetermined functions of the first computer, the first Web page
21 comprising a unique ID and a persistent help object that is mapped to a URL of the
22 first computer, the URL comprising the unique ID; and

23 wherein determining the context sensitive help information is based on the
24 unique ID.
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1 7. A method as recited in claim 6:

2 wherein the URL further comprises a reference to one or more computer
3 programs on the first computer; and

4 wherein the operations of determining the context-sensitive help and
5 retrieving the context sensitive help are performed by the one or more computer
6 programs that use a server-side scripting interface.

7
8 8. A method as recited in claim 6:

9 wherein the URL further comprises a reference to one or more computer
10 programs on the first computer; and

11 wherein the operations of determining the context sensitive help and
12 retrieving the context sensitive help are performed by the one or more computer
13 programs using a server-side scripting interface that generates dynamic content.

14
15 9. A computer readable medium comprising computer-executable
16 instructions for performing a method as recited in claim 1.

17
18 10. A computer-readable storage medium comprising one or more
19 program modules for providing context-sensitive help for a Web-based user
20 interface (UI) of a first computer to a second computer, wherein the one or more
21 program modules comprise computer-executable instructions for:

22 receiving a request for a set of context sensitive help corresponding to a
23 Web-based UI of the first computer, the request being received at the first
24 computer, the Web-based UI corresponding to one or more functions of the first
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1 computer, the Web-based UI being presented on the second computer, the first
2 computer being operatively coupled to the second computer over a network; and
3 responsive to receiving the request, the first computer:

4 generating a second Web page comprising the context-sensitive
5 help; and

6 communicating the second Web page to the second computer for
7 presentation.

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9 **11.** A computer readable storage medium as recited in claim 10,
10 wherein the first computer is a server appliance.

11
12 **12.** A computer-readable storage medium as recited in claim 10,
13 wherein generating the second Web page further comprises instructions for:

14 generating the second Web page to be compatible with a platform of the
15 second computer, the platform being comprising an operating system platform, a
16 Web browser platform, a preferred language, an intended use of the second
17 computer, and/or predetermined preferences of a user.

18
19 **13.** A computer-readable storage medium as recited in claim 10,
20 wherein the computer-executable instructions further comprise instructions for:

21 communicating, by the first computer, the Web-based UI to the second
22 computer, the first Web-based UI comprising a persistent object mapped to a set of
23 context-sensitive help that corresponds to the one or more functions.

1 14. A computer-readable storage medium as recited in claim 10,
2 wherein the computer-executable instructions for generating the second Web page
3 further comprise instructions for retrieving the context sensitive help from one or
4 more help files.

5
6 15. A computer-readable storage medium as recited in claim 10,
7 wherein the computer-executable instructions further comprise instructions for:

8 communicating, by the first computer, the first Web-based UI to the second
9 computer, the first Web-based UI comprising a persistent object mapped a set of
10 parameters comprising a set of context-sensitive help corresponding to the one or
11 more functions, a URL of the first computer, and a unique ID corresponding to the
12 first Web-based UI; and

13 wherein the computer-executable instructions for receiving the request
14 further comprise instructions for:

15 receiving the request at the URL, the request comprising the unique
16 ID; and

17 wherein the computer-executable instructions for generating the second
18 Web page further comprise instructions for:

19 identifying the context sensitive help based on the unique ID.
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1 16. A computer-readable storage medium as recited in claim 10,
2 wherein the first Web page further comprises a reference to one or more computer
3 programs on the first computer; and wherein the computer-executable instructions
4 for generating the second Web page further comprises instructions for:

5 generating the second Web page with a server-side scripting interface for
6 generating dynamic content that is identified by the one or more computer
7 programs .

8
9 17. A computer-readable storage medium as recited in claim 10,
10 wherein the first Web page further comprises a reference to one or more computer
11 programs on the first computer; and wherein the computer-executable instructions
12 for generating the second Web page further comprises instructions for:

13 generating the second Web page with a server-side scripting interface for
14 generating dynamic content that is identified by the one or more computer
15 programs.

16
17 18. A computer comprising a processor that is operatively coupled to
18 one or more computer-readable storage media as recited in claim 10, the processor
19 being configured to execute the computer program instructions.

20
21 19. A system for providing context-sensitive help for a Web-based user
22 interface (UI), the system comprising:

23 a memory comprising a set of computer-executable instructions; and

24 a processor coupled to the memory, the processor being configured to
25 execute the computer executable instructions for:

1 communicating the Web based UI to a different system for
2 presentation;

3 responsive to receiving a request for context sensitive help,
4 determining a set of context-sensitive help that corresponds to the Web-based UI;
5 and

6 communicating the context-sensitive help to the different system for
7 presentation.

8
9 **20.** A system as recited in claim 19, wherein the Web-based UI further
10 comprises a persistent help object that is programmed, responsive to user
11 selection, to communicate a context-sensitive help request message to the system.

12
13 **21.** A system as recited in claim 19, wherein the Web-based UI further
14 comprises a persistent help object that is programmed to send, upon selection, a
15 context-sensitive help request message to a URL that identifies the system.

16
17 **22.** A system as recited in claim 19, wherein the Web-based UI further
18 comprises a persistent help object that is programmed, responsive to user
19 selection, to communicate a context-sensitive help request message to the system,
20 the context-sensitive help request message comprising a unique ID corresponding
21 to the Web-based UI,, and wherein the computer-executable instructions for
22 determining further comprise instructions for:

23 identifying the context-sensitive help based on the unique ID.
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23. A system as recited in claim 19, wherein the computer-executable instructions for determining further comprise a server-side scripting interface for returning dynamic content to the system and wherein the context-sensitive help is dynamic content.

24. A system as recited in claim 23, wherein the server-side scripting interface is selected from a set of scripting interfaces comprising a Common Gateway Interface and/or an Internet Server Application Program Interface.

25. A system as recited in claim 19, wherein the computer-executable instructions further comprise instructions for:

encapsulating the context sensitive help into a Web page that is compatible with a platform of the computer selected from a combination of platforms comprising an operating system, a Web browser, and/or a language; and

wherein the computer-executable instructions for communicating further comprise instructions for:

communicating the context sensitive help embedded in the Web page.

26. A user interface embodied in a computer-readable storage medium for providing context-sensitive help for a remote user interface (UI), the user interface comprising:

a first area for displaying, on a first device, a remote UI that corresponds to a second device; and

1 a second area within the first area for providing a context-sensitive help
2 control for accessing a set of context sensitive help that corresponds to the remote
3 user interface.

4
5 27. A user interface as recited in claim 26, wherein the context-sensitive
6 help control is a representation of a question mark.

7
8 28. A user interface as recited in claim 26, wherein the context-sensitive
9 help control is mapped to a URL that comprises a unique ID that corresponds to a
10 particular Web page of the Web-based UI, the unique ID referencing the context-
11 sensitive help.

12
13 29. A user interface as recited in claim 26, wherein the context-sensitive
14 help control is mapped to a URL comprising a reference to a computer program
15 module and one or more parameters for the computer program module, the one or
16 more parameters being a combination of parameters comprising a unique ID
17 corresponding to the Web-based UI, an operating system, a Web browser, a
18 software version indication, and/or a language, the computer program module and
19 the one or more parameters being used by the second device to identify, retrieve,
20 and/or modify the context-sensitive help.

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22 30. A user interface as recited in claim 26, wherein the second device is
23 a server appliance.
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31. A computer comprising a processor that is operatively coupled to a memory comprising computer-executable instructions for displaying a user interface as recited in claim 26.